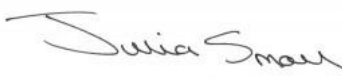




# Customer Service Statement

Version	9
Date	August 2023
Reason for review	Annual Review
Changes	Removal of hard copy certificates Insert QMS webpage address
Reviewed by	M Lovell - Responsible Officer D Clueit- External Verifier
Ratified by	
Date of next review	August 2024

## Introduction

It is our intention to provide our customers including our Centres, their staff and their learners, with the very best of service, support, advice and facilitation.

Below is a summary of our company commitments to our customers which will be kept under regular review by RoSPA Qualifications in light of experience and feedback.

## Centre Support

We will endeavour at all times to provide you (i.e. Centres) with:

- A user-friendly and supportive Centre recognition application process
- Access to resources that will enhance your delivery, image and service that you offer your customers
- An assurance of quality in respect of procedures and processes
- An assurance that our business is conducted in a professional manner at all times, and offering you best value for money
- Fair, transparent, and competitive prices for all of our services which can be obtained in our fees policy
- Access to supportive and knowledgeable staff

## General Support

We will endeavour at all times to:

- Respond to all telephone and e-mail enquiries within **2** working days
- Ensure a respectful, friendly and supportive attitude at all times to everyone visiting and associated with the company, in whatever capacity
- To respond to a complaint within **2** working days
- Listen to and respond positively, in respect of feedback and suggestions
- Ensure that the staff and associates of the company are appropriately qualified and fit for purpose

## Certificates

We will endeavour to generate e-certificates within **6 weeks** of certificate claims (dependant on Centres providing requested assessment forms and materials in the correct format, and promptly for moderation).

Where replacement e-certificates are requested, we will also endeavour to release these within **6 weeks** of the request.

**N.B.** there may be extenuating circumstances (such as pandemic lockdowns), when this is not achievable, Centres will be notified in this situation and advised accordingly.



## Customer Service Statement

### Who to contact if you wish to enquire about any aspect of our qualifications or services:

It is RoSPA Qualifications policy that all enquiries will be dealt with in a clear and friendly manner - with no undue delay and within **2 working days**. If we are unable to respond fully within 2 working days, we will provide you with an estimated response date.

Enquiries will be received initially by staff on the number below and then, if necessary, transferred to the relevant member of staff as shown below.

Telephone: 0121 248 2115

Email: [enquiries-rq@ROSPA.com](mailto:enquiries-rq@ROSPA.com)

Post: RoSPA Qualifications, 28 Calthorpe Road, Edgbaston, Birmingham B15 1RP

Office Hours: 9.00 am to 5.00 pm Monday to Friday with voicemail available outside of normal office hours.

Centres can submit enquiries to us by completing and submitting an 'Enquiry form' on the Qualifications Management System (QMS) [www.rosqualqms.com](http://www.rosqualqms.com)

Please note, in responding to external enquiries we are not obliged (as recommended by the regulator Ofqual) to disclose information, if to do so would be a breach of confidentiality and/or any other legal duty.



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**RoSPA Qualifications**

28 Calthorpe Road  
Birmingham  
B15 1RP

**t** +44 (0)121 248 2000

**e** [enquiries@rospaqualifications.com](mailto:enquiries@rospaqualifications.com)

**[www.rospa.com/qualifications](http://www.rospa.com/qualifications)**

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